



## **Bandwidth IG, LLC**

### **Job Description – Account Director – West Coast**

Bandwidth IG, LLC (BIG) builds and operates mission-critical fiber infrastructure that underpins the world's most innovative companies throughout Northern California the San Francisco Bay Area, Greater Atlanta and the Hillsboro area of Greater Portland, Oregon.

### **Position Description**

The Account Director – West Coast role is tasked with driving strategic customer relationships, data center partnerships, and local ecosystem engagement to grow revenue, further network development and monetization, and increase BIG's market position.

- **Sales Revenue Growth** – Generate sales and grow wallet share with existing strategic accounts.
- **New Customer Acquisition** – Identify, develop, and convert new accounts with a heavy emphasis on west coast-based companies and decision makers.
- **SFO Bay Area Network Monetization** – Identify and convert revenue opportunities leveraging Bandwidth IG's new Dark Fiber assets in the SFO Bay area. Develop strong relationships with internal teams, use deep local market knowledge, intimate customer relationships, and technology trends driving fiber consumption.
- **Data Center Partnerships** – role must be in lock step with data centers supporting hyperscale customers; therefore, will oversee the sell to and sell with relationship plus long term planning and network development with key data center partners.

### **Responsibilities**

- Achieve monthly sales revenue and funnel growth targets
- Demonstrate company values.
- Build new relationships and generate new sales opportunities via numerous prospecting channels such as outbound contacts, industry events, networking, and more.
- Respond to new sales opportunities and manage commercial processes which will include ownership on solution design, commercials, Salesforce.com, presentation and follow-up.
- Develop and maintain partnerships with the data centers operators and local ecosystems that drive revenue and support company objectives.
- Partner with senior leadership and Operations to facilitate network development, market development, and increased understanding of local market competition.
- Participate in collaborative efforts to enhance sales strategies, SE support, and tools available to the sales team.

- Maintain relationships with accounts & collaborating with internal teams to ensure customer satisfaction and retention.
- Stay up to date with technology & industry trends including best practices and incorporate them into customer solutions and overall company strategy.
- Manage and maintain accurate leads, opportunities, and account information within Salesforce.com

## Qualifications

- Bachelor's Degree or equivalent work experience.
- 5+ years' experience in digital infrastructure sales and/or solutions
- Entrepreneurial spirit and self-motivated.
- Passion for problem solving, customer success, and value creation.
- High performing business aptitude.
- Love of learning.
- Tenacious and action oriented.
- Prior technology sales, sales engineering, or consulting experience.
- Experience using a consultative, solution-based approach.
- In-depth knowledge of fiber infrastructure services and overlapping services such as colocation and lit services.
- Understanding of Salesforce.com
- Experience with contract negotiations.
- Excellent communication/presentation skills at all levels of an organization.

## Benefits

- Competitive compensation
- Excellent benefits including health, dental, vision, 401 (k), disability and life insurance
- Paid time off
- Being part of an agile organization where your voice matters

**Work Hours:** Company hours accommodate our customer's needs. This is an exempt position, so the hours of work will be dependent on the work that needs to be addressed to accomplish the work ascribed to this position.

**Travel:** Travel up to 10-20% of the time if local to SFO, 30-40% if not local to SFO

**Disclaimer:** Please note - this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Base pay range:** \$120K – 150K commensurate with experience

## Benefits, Rewards & Wellness

- Excellent Health, Dental & Vision Insurance
- Retirement 401(k) Savings Plan
- Fitness membership discounts
- Unlimited paid time off policy

Bandwidth IG provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, provincial or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.